



HENRY WALKER

Call Center Operations Manager

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

💡 SKILLS

Knowledge Of Call Center Regulations And Compliance



Client Relationship



Feedback Implementation



Cultural Awareness



Remote Team Management



Process Documentation



🎯 INTERESTS

🎮 Gaming

🎨 Drawing

🧶 Knitting

📖 Puzzle Solving

👊 STRENGTHS

🎧 Listening

✍ Originality

🔥 Zeal

✅ Accountability

🗣️ LANGUAGES



English



Polish



Spanish

🌟 ACHIEVEMENTS

🌟 Increased customer satisfaction scores by 20% through the implementation of a new quality assurance program.

🌟 Reduced average handling time by 15% while maintaining service quality standards.

👤 PROFESSIONAL SUMMARY

Accomplished Call Center Operations Manager with 5 years of experience driving operational success and enhancing customer engagement. Expert in developing and executing strategies that improve service quality and team productivity. Dedicated to creating a results-driven culture that empowers employees to excel and fosters customer loyalty.

💻 WORK EXPERIENCE

Call Center Operations Manager

📅 Mar / 2021-Ongoing

Seaside Innovations

📍 Santa Monica, CA

1. Managed daily operations of the call center, ensuring optimal performance and customer satisfaction.
2. Recruited, trained, and mentored new agents to enhance team effectiveness.
3. Supervised and evaluated call center staff performance, providing coaching and feedback.
4. Developed and implemented policies to improve service delivery and operational efficiency.
5. Maintained accurate databases and reporting systems for performance tracking.
6. Acted as a primary resource for agents, resolving inquiries and facilitating task assignments.
7. Addressed and resolved customer complaints, enhancing overall service quality.

Call Center Operations Manager

📅 Mar / 2020-Mar / 2021

Crescent Moon Design

📍 Portland, OR

1. Established a new call center from the ground up, setting operational standards and goals.
2. Provided strategic direction and analytics to enhance performance across the team.
3. Oversaw the creation of policies and procedures to streamline operations.
4. Conducted performance evaluations to identify areas for improvement.
5. Facilitated training sessions to equip staff with necessary skills and knowledge.
6. Implemented performance measurement tools to drive efficiency and service quality.

🎓 EDUCATION

Bachelor of Business Administration

📅 Mar / 2019-Mar / 2020

State University

📍 Chicago, IL

Focused on management principles and operational strategies relevant to business and service industries.